

New Forest, Waterside and Totton Customer Newsletter

A letter from the Directors

As owners of Bluebird Care New Forest and Totton, we look back at the year of 2021, this has been a year of hope and some glory with the vaccine rollout. However, we have never known so many challenges. That being said, we remain thankful for the relentless efforts of our office and field care teams who have continued to support our customers. We would also like to thank you, our customers, for your patience.

When looking forward to 2022, we are hoping that some normality might return on all fronts as the year progresses. If the past 12-18 months and COVID-19 have taught us anything, we need to expect the unexpected!

For us at Bluebird Care, we will continue to focus on expanding our Live-in and Home Care services. At a time, when other providers have been looking to re-trench their efforts, we are investing. In August, we announced the promotion of Rachael Benn to Head of Care Operations across our branches. In October, we opened a third branch in the New Forest territory in Ringwood and we also focus on developing and widening our Clinical Care services spectrum.

Are we mad to do so in times of inflationary pressures? We will see.

We want to ensure that we are able to offer you, a range of high-quality care services from companionship visits to Live In Care and more complex Clinical Care services. This approach will also enable us to create a clear career path for our staff.

We thank you for your continued custom and wish you and your family, all the best for 2022.

Hugo and Bernadette Mills



The results of our customer survey

Every 6 months , we will ask you for your feedback on our care services. This is often the only way we know whether our teams are delivering the right care standards . Also, we can learn from your feedback and make amendments if required.

Between the two branches , Lymington and Totton, we had a response rate of 41% . We thank you all for taking the time to fill it in.

We just want to give you some feedback on the results and highlight the areas for improvement.

Overall , 96% of respondents are happy with their calls times and the punctuality of our carers, the duration of the carers time in the actual call and the majority of respondent are happy to receive their roster in the post.

54% of respondents wanted to get a phone call when their care time gets moved by more than half an hour.

26% of respondents were not aware that their family members can get access to the PassSystem notes to see their daily care notes.

In terms of what is the most essential quality of a carer?

The majority voted for "Reliability".

Other comments were that you would like the carers better trained on making beds and cooking.

Regarding cooking skills, we are aware that certain carers are not always the "Cordon Bleu Chefs" of the New Forest. However, we have taken onboard your comments and we are looking to adapt our training programme with home skills.

Another comment was about carers getting trained on more complex conditions such as Autonomic Dysreflexia. Our Clinical Nurse is taking the lead on this and has started to train small groups of carers on specific care conditions.

We hope that you will continue to enjoy getting our care service and we thank you again for all the feedback provided.



“Walk for Dementia”

Every year, a big walk gets organised by the Alzheimer’s Society on Southampton Common. We called in the troops from all our offices and undertook a joint effort with their families and four legged friends! Then Covid struck and it was banned for a year. This year, the Alzheimer’s Society encouraged individuals to organise their own walk and our marketing lady Kat volunteered to walk it with her family and her dog Bentley. It was a beautiful sunny day and several people joined; like Amber, the Care Supervisor, and her lovely son Alfie. Cathy, one of our live in care team, joined with customer John. Our director, Bernadette also came to stretch her legs! We managed to raise £120 for the Alzheimer’s Society. We hope to do this walk again next year and raise even more money for such a great cause.



Breast Cancer Awareness Day “Wear it Pink”

At Bluebird Care, we always love National Awareness days as we dress up and joke around with our customers and staff members. It was great joy as some carers dressed up in pink and took fun pictures all for a good cause. New Forest and Totton raised £20. All together with the other branches we raised more than £200.



MARCHWOOD FETE

In September we booked a stall at the Marchwood Fete to raise money for the Horrill Centre which offers social activities, lunches, and respite care. This service relies on donations to keep up and running. We all donated some items from home and put together a raffle and raised £150. We were very pleased with the outcome and headed to the Horrill centre to present our cheque. We joined them for an afternoon of games and tea with their visitors and volunteers. It was wonderful to see what an impact they have on our community and we hope to visit again soon with another cheque!



Office updates

New Manager in Ringwood

In September, Bluebird Care opened a new branch in Ringwood. Jeanette Eaton has moved from the Totton office to run the new branch based in Ringwood. We are very pleased to see that we have had a lot of interest in our care services.



New Supervisor in Totton

From the 1st of November, Alice joined our Totton office team. We hope she will settled in well and grow in her new role. Alice has a wealth of care experience as well as the QCF Level 3 in Health & Social Care. Alice will work with Sue and Angie to ensure you will get the right care to meet your needs.



Lymington Branch Supervisor

Julita decided to start earlier her nursing studies and Clare joined the team. We welcome her appointment as Care Supervisor and will work together with Duarte who is the Lead Care Supervisor.



New Field Supervisor

Janine is our Field Care Supervisor for the New Forest office. Janine joined Bluebird Care almost 5 years ago! Janine loves going out to visit customers and enjoys making them smile. She will take ownership of care review, spot checks etc.



Carers evening out!

Over the last year, all our staff have worked extremely hard during Covid. We thought it was about time we took them out to say “Thank you”. We booked three restaurants in different areas, with different dates so that everyone had the opportunity to join. It was great to get everyone together outside of work. Especially for some of the carers who have joined recently so they can get to know everyone properly.



Achievement Passing Care Certificate Live in Care



Passing probation!

Well done to Alison on finishing her care certificate and also passing probation! We have already had such good feedback from customers about Alison's work. Welcome to the team we are so pleased to have you!



The festive season is around the corner !

Christmas is on its way! Every year we organise events for customers and carers in order to enjoy the festive period.



At the same time, we hope to organise an online choir performance but more to come on that. Enjoy the coming winter months and we wish you a healthy and happy 2022.

THE STORY OF THE POINSETTIA PLANT

The Star of Christmas

Every year with Christmas, the house of our Bluebird Care directors is stacked full of Poinsettias to celebrate the festive season. For decades the plants have been associated with the Christmas season. These beautiful plants have leaves shaped like the Star of Bethlehem, which led the 3 wise men to the new-born baby Jesus in the crib on Christmas night. However, the story about poinsettia is originated from the Mexican folklore story of a poor girl called Pepita. In the legend, the Mexican people always gave presents to baby Jesus on Christmas Eve Church services to honour him and Pepita had no present to give. She was very sad and as she walked towards the church, where she saw some weeds growing alongside the road. An angel appeared and told her to gather a bouquet of weeds. When Pepita entered the church and laid the bouquet at the feet of the Christ child, the weeds burst into bright red flowers. From that night onwards the plants were known as the “Flores de Noche Buena” or the “Flowers of the Holy Night”. 1828, an American ambassador travelled to the area of Taxco in Mexico where the plant comes from. This man was an amateur botanist, and he took some samples back to grow in nurseries in the USA. Ever since that time, many households across Europe and the US buy poinsettias as a symbol of the Christmas season.



Bluebird Care Word Search

L	I	V	E	I	N	W	C	A	N	D	L	E	S
T	G	C	D	C	H	O	M	E	C	A	R	E	T
N	E	L	M	A	B	P	L	E	C	G	C	R	S
W	T	I	E	R	H	S	E	B	A	K	T	O	E
A	A	R	R	E	B	O	E	C	R	T	O	Y	R
T	R	J	R	A	L	A	L	S	D	R	T	S	O
E	B	I	Y	S	U	E	I	I	S	E	T	T	F
R	E	N	R	S	E	Y	C	W	D	E	O	O	W
S	L	G	U	I	B	Y	E	G	G	A	N	C	E
I	E	L	D	S	I	E	T	D	I	T	Y	K	N
D	C	E	O	T	R	G	L	I	F	L	O	I	E
E	S	N	L	A	D	E	A	L	T	S	A	N	C
A	N	E	P	N	A	T	N	A	S	R	E	G	L
T	S	B	H	T	N	O	T	G	N	I	M	Y	L

BELLS
 CARE ASSISTANT
 HOLIDAY
 CARDS
 TREE
 NEW FOREST
 HOME CARE
 JINGLE
 RUDOLPH
 CELEBRATE
 WATERSIDE
 STOCKING
 CANDLES
 LYMINGTON
 BLUEBIRD
 TOTTON
 GIFTS
 SANTA
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